



CLA Document Portal System

Client User Guide

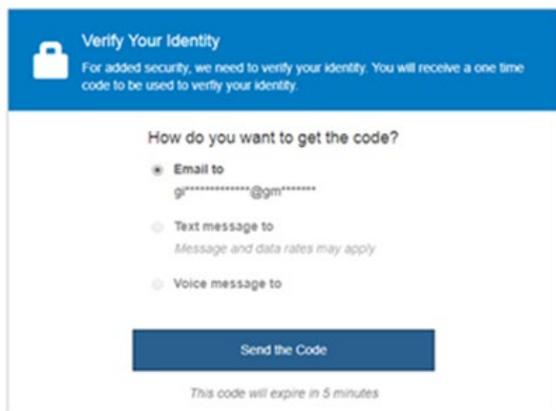
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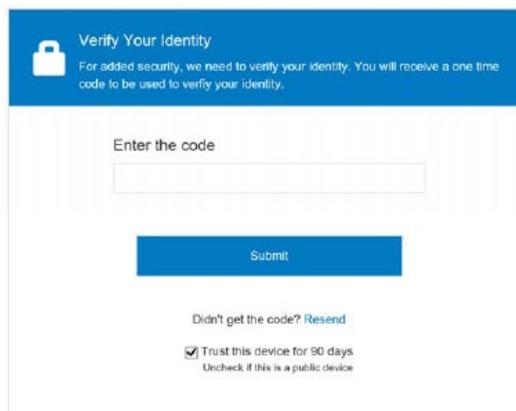
Portal login

The CLA Document Portal System is available from any browser and any device by navigating to the [login](#) page. Logging into the CLA Document Portal System requires a multi-factor verification process, requiring both a password and a temporary verification code to be entered. Individuals will receive the verification code via an email message sent to the email address identified in the portal user account profile.

- Click on the link in the welcome email received from **PortalAdmin** to authenticate the portal user account.
- Select an authentication method so that a verification code may be sent via the method selected.
- Enter the verification code.
 - The verification code will expire after five incorrect attempts, or five minutes after it was requested. If the code expires a new code will need to be requested.
- Set up the password
 - Your new password must be 8 to 32 characters and contain at least one alpha character, one numeric character, and one special character (e.g., !, @, #, etc.). It is case sensitive.
- Use the **Login ID** (email address) and new created password to log in to a portal.



The screenshot shows a web form titled "Verify Your Identity" with a blue header. Below the header, it says "For added security, we need to verify your identity. You will receive a one time code to be used to verify your identity." The main content area asks "How do you want to get the code?" and lists three radio button options: "Email to" (selected), "Text message to", and "Voice message to". The "Email to" option has a partially filled email address "g*****@gm*****". Below the options is a blue "Send the Code" button. At the bottom, it says "This code will expire in 5 minutes".



The screenshot shows a web form titled "Verify Your Identity" with a blue header. Below the header, it says "For added security, we need to verify your identity. You will receive a one time code to be used to verify your identity." The main content area asks "Enter the code" and has a text input field. Below the input field is a blue "Submit" button. At the bottom, there is a link "Didn't get the code? Resend" and a checkbox "Trust this device for 90 days" which is checked, with the text "Uncheck if this is a public device" below it.

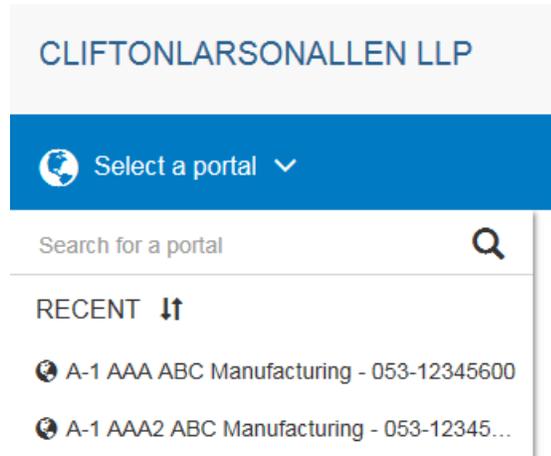
In addition to the initial portal login, the multi-factor process will also be required when:

- Logging in to a portal from a new device (desktop, tablet or smartphone)
- Logging in to a portal from a different web browser on a previously registered device, or after clearing cookies on a registered device
- Logging in to a portal from any device more than 90 days since the last verification
- Using the Forgot my password link to reset a password on the portal login page.

Using the CLA document portal system

Search for and open a portal

Click on the **Select a portal** arrow in the upper left to select which of the portal(s) you have access to should be opened.

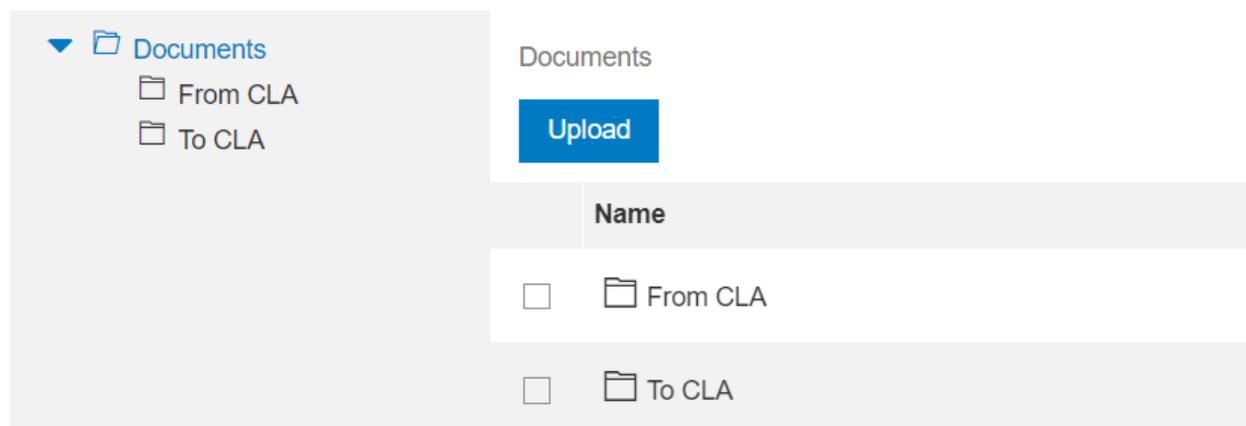


Download files from a portal

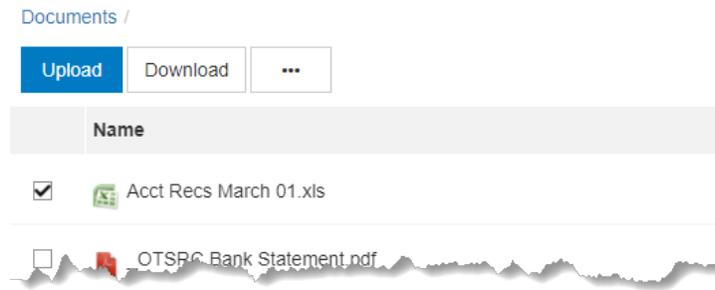
By default, a client's portal will have two folders. Files published to a portal by CLA will be located in the **From CLA** folder. Clients should upload files to the **To CLA** folder. Additional custom folders can be added or removed from a by CLA. If custom folders are desired, send a request to your CLA contact.

Files stored in a portal will automatically expire and be removed from the portal after 30 days.

Folder navigation can be accomplished by drilling down through the folders on the tree view on the left or clicking on the folder names in the current folder view on the right.



To download a file, check the box next to the file and click on the **Download** button.

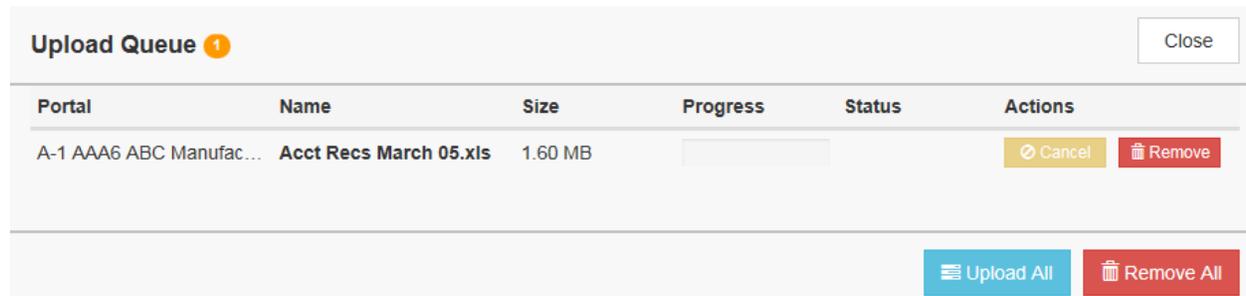


Add files to the portal

Files can be uploaded by browsing to the file from within a portal or by dragging and dropping from **Windows Explorer**.

1. Open the appropriate folder in a portal.
2. Add the files to be uploaded.
 - a. Drag and drop the file(s) from **Windows Explorer**, or
 - b. Click on the **Upload** button to browse to the file(s).
3. Repeat to add any additional files to be uploaded.
4. Click on the **Upload All** button on the Upload Queue to finish uploading the files that had been added.

Note - If the **Upload Queue** is not visible on the screen click on the upload notification icon  in the upper right corner of a portal.



Note - Clicking on the **Upload All** button will cause automatic notifications to be sent to CLA staff. To reduce the number of notifications sent, all files should be added to a portal prior to clicking on the **Upload All** button.

Folder security

By default, all users who can access a portal have access to the folders in that portal. Folder security allows you to control which Portal Users can access a given folder.

Check the box next to the folder to be secured. Select the **more actions** button and choose to secure the folder. All users will be preselected to have access. Uncheck the box next to those individuals who should not have access. Click **Save and Close** to finish.

The icon for folders that are secured will appear as a lock instead of a file folder.

Secured Folder



Unsecured Folder

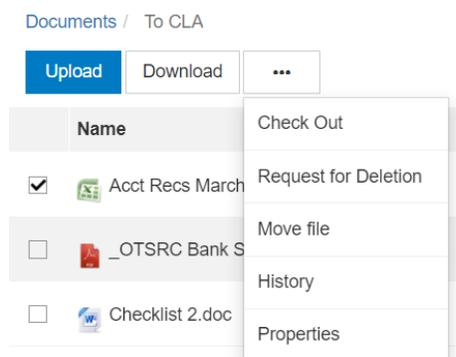


Caution - If a folder has been secured it is critical that you communicate with the CLA staff working on your client engagement so that all parties understand the purpose behind securing the folder. Anyone uploading files to portals must take steps to ensure that files that should be restricted in accordance with the folder security do not get added to a non-secured folder within the portal.

The local file menu

The local file menu contains several options for modifying and working with files.

Check the box next to the file you want to work with then click the **more actions** button.



Check Out	Download the file to edit and add back to a portal. The file will be overwritten to reflect changes upon check in
Check In	Add the previously checked out file back to a portal to reflect any changes.
Cancel Check Out	Check in a previously checked out file as if the check out had not occurred.
Request for Deletion	Send an email to CLA to request the file(s) be deleted.
Move	Move the file to a different folder within the same portal.
History	View each action performed on the file and the user who performed the action.
Properties	View or modify file properties, such as file name.

Portal admin functions

This section is intended to provide further assistance on the more complex portal features related to managing portal access that are available to the Portal Admin user.

Portal user roles

Portal Admin	<p>The Portal Admin is the primary user who has access to a portal. The Portal Admin may perform all portal related functions, create other Portal Users, and control access by other Portal Users.</p> <p>The Portal Admin user will be the primary user for the portal(s) that have been created for you or your organization. CLA will <u>not</u> be responsible for granting access to any Portal User beyond the Portal Admin when a portal is initially setup.</p>
Portal User	<p>A Portal User is created and granted access by the Portal Admin. Portal Users should only be created when portal access is required by more than one person.</p> <p>If CLA has created more than one portal for you, you will be able to control which portal(s) each Portal User may view.</p> <p>You also have the ability secure specific folders within the portal. This feature allows the Portal Admin to control a Portal User's access to one or more folders within a portal.</p>

Create portal users

There are two steps to create portal users:

1. Create the portal user.
2. Grant the portal user access to one or more portals.

Create the user

1. Click on Client Users in the upper right corner of a portal.



2. Click on the **Add New User** button.

3. On the User Profile tab, enter the login ID (email address), default security user role, and last and first name of the user; these are the only fields that are required. Enter data any of the other fields as deemed necessary.
 - a. There are five Default security user roles that can be assigned.

Administrator	Can perform all file management tasks permitted for their user types in a portal.
Standard User	Can perform all file-related tasks in the portal except for overwriting files with duplicate names.
Limited User	Can perform the following file-related tasks in a portal: <ul style="list-style-type: none"> • Add, view, check in/out, and download files • Cancel own file check outs • View the history and properties of files
Read-Only User	Can download and view files
Upload Only User	Can upload files to a portal

4. Click **Save and Close**.

Note - If the business phone and/or mobile phone numbers are entered in the User Profile, those phone numbers may be used by the Portal User to verify their identity using the multi-factor authentication.

Grant access to portal(s)

1. Check the box next to the portal user account you had created and then click the **Edit** button.
2. Click on the Assigned Portals tab.
 - a. Check the box under the Grant Access for portal(s) the portal user account should have access to.
 - i. If a portal is not listed, click on the Assign more portals button.
 - ii. Type the portal name in the search box and click the 🔍 button.
 - iii. Select the portal in the search results by clicking on the portal name.

- b. As deemed necessary identify the file management role and access expiration dates for each portal the portal user account has been given access to.

Edit User Information - Steve, Stevens
Cancel Save and Close

User Profile

Assigned Portals

Assign more portals

Portal Name	File Management Role	Grant Access	Access Expiration
A-1 AAA ABC Manufacturing - 053-12345600	Standard User	<input checked="" type="checkbox"/>	<input type="text"/>
A-1 AAA2 ABC Manufacturing - 053-12345602	Standard User	<input checked="" type="checkbox"/>	<input type="text"/>

3. Click **Save and Close**.

Edit portal users

Access to a portal may be modified or terminated at any time. It is important to terminate a Portal User's access when that access is no longer necessary.

1. Under the **Client Users** tab, check the box next to the Portal User name.
2. Click on the **more actions** button and choose to **delete** the portal to remove the Portal User from all portals.
3. Alternatively, click on the **Edit** button to modify access or other properties for the Portal User account.

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